



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

Which two statements are correct when configuring device targets in a Cisco Unified Contact Center Enterprise solution? (Choose two.)

- A. The correct configuration parameter for a device target is /devtype 7961 /dn 7901, where 7901 is the extension of the agent phone.
- B. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 02000, where 02000 is the agent ID.
- C. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent phone.
- D. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent ID.
- E. Device targets are not configured when using a System PG.
- F. Device targets are not configured when using a Cisco Unified Communications Manager PG.

Correct Answer: CE

QUESTION 2

On the Cisco Unified Contact Center Enterprise Peripheral Gateway, which process would detect a failure between the Peripheral Gateway and the ICM Call Router?

- A. OPC
- B. PIM
- C. MDS
- D. PGAGENT

Correct Answer: D

QUESTION 3

Which of the following is not recommended to reside on the C:drive partition of any Cisco Unified ICM Server?

- A. Microsoft SQL Server log files
- B. Core Unified ICM software
- C. Microsoft SQL Server
- D. Unified ICM Historical Data Server Database

Correct Answer: D

**QUESTION 4**

In the Cisco Unified Contact Center Enterprise solution, how are CTI route points and CTI ports created in the Unified IP IVR 4.0(x)?

- A. CTI route points and CTI ports are created and associated to the IP IVR user in Cisco Unified Communications Manager Administration prior to configuring the CTI route points in the IP IVR in the CRS Administration menu.
- B. CTI route points and CTI ports are created from the CRS Administration menu. The CRS Administration will automatically create and associate the CTI route points and CTI ports in Unified Communications Manager.
- C. CTI route points and CTI ports are created from the CRS Administration first and then the CTI route points and CTI ports are associated to the correct user using Unified Communications Manager Administration manually.
- D. CTI route points and CTI ports can either be created from the CRS Administration menu or from the Cisco Unified Communications Manager Administration as long as the CTI route points and CTI ports are associated to the correct IP IVR user profile.

Correct Answer: B

QUESTION 5

There are 20 agents in the Sales skill group and 10 agents in the Customer Service skill group. All agents are currently busy handling customer calls. All agents are also members of both the Sales and Customer Service skill groups. Sales has 10 calls in queue, each with a priority of 5, and two calls in queue with a priority of 4. Customer Service has five calls in queue, each with a priority of 3.

Which type of call will be delivered to the next available agent?

- A. The next available agent will receive the longest queued Sales call with a priority of 5.
- B. The next available agent will receive the longest queued Sales call with a priority of 4.
- C. The next available agent will receive the longest queued Customer Service call with a priority of 5.
- D. The next available agent will receive the longest queued Customer Service call with a priority of 3.
- E. The next available agent will receive the call with the longest queued duration.
- F. The next available agent will receive the Customer Service call with a priority of 3.

Correct Answer: D